MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2015 /2016

BTD2824 – TRAINING AND DEVELOPMENT

(Distance Education)

1 MARCH 2016
2:30 p.m. – 4:30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 1 page, excluding this cover page.
2. Please answer 4 out of 6 questions in this paper.
3. Each question is worth 25 marks. The total marks for this exam is 100 marks.
4. Please write all your answers in the answer booklet provided.

There are 6 essay questions. Each question is worth 25 marks.
Answer ANY FOUR out of the 6 questions below.

1. Provide **5 reasons** why it is necessary to **assess employees' training needs**.

2. Below are the **5 different types of learning outcomes obtained from employee training programs** depending on the program content and objectives. Explain the 5 learning outcomes in more detail:

    a. Verbal information
    b. Intellectual skills
    c. Motor skills
    d. Attitudes
    e. Cognitive strategies

3. Explain the **3 theories of training transfer** listed below and provide **examples** of when the theory is most appropriate for use:

    a. Theory of identical elements
    b. Stimulus generalization theory
    c. Cognitive theory

4. Describe **Kirkpatrick's 4-level framework of training evaluation** criteria.

5. How best would you **train** a group of volunteers at a flood relief center? Explain your answer using **any 5 training methods.**

6. Explain how organizations can use **job experiences for employee development**. Provide **5 specific examples** in explaining your answer.

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